

EXCERPT FROM Greater Bridgeport Transit Authority (GBTA) ADA PARATRANSIT SERVICE HANDBOOK

Page 5
(3/2005)

CANCELLATIONS AND NO-SHOWS

In a continuing effort to provide good service to all riders, you are asked to provide at least 2 hours prior cancellations notice. Cancellations not made in accordance, will be treated as a *"No-Show or Late Cancellations"*. Consistent no-shows and late cancellations (cancellation within the 2 hr prior to schedule time) may lead to suspension of your transportation privileges. Additionally, we ask that you minimize canceling and re-scheduling the same trips within a week, because this can signify a "pattern or practice" of frequent cancellations. *First*, a rider will receive notification of 3 or more no-shows, late cancellations or frequent cancellations in any one given month. This will initiate an investigation into the violation.

Second, if it is determined that a "pattern or practice" exists, the individual will be notified, again, in writing, that they are on a 60 days probationary period and face the potential of service suspension.

If the individual is cited for the same violation 1 or more times during the probationary period the rider's service suspension will begin 60 days from the date of the second letter and will last for 30 days.

CHANGING RESERVATIONS

If you do change your reservation, please call the reservation number as soon as possible. Changes to a reservation must be made at least 1 day in advance, and will be limited to schedule availability.